



Iowa Department of Human Services

INFORMATIONAL LETTER NO. 1930-MC-FFS-D

DATE: July 31, 2018

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS), and Dental (D)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: IME Provider Services New Call Center Hours

EFFECTIVE: August 1, 2018

Currently, the IME Provider Services Call Center hours of operation are 7:30 a.m. to 4:30 p.m. Central Time, Monday through Friday.

Starting August 1, 2018, the IME Provider Services Call Center hours of operation will change to 8:00 a.m. to 5:00 p.m. Central Time, Monday through Friday.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or by email at imeproviderservices@dhs.state.ia.us.